



TRINITY COUNTY HEALTH AND HUMAN SERVICES

LINDA WRIGHT, DIRECTOR

#51 INDUSTRIAL PARK WAY

P.O. BOX 1470, WEAVERVILLE, CALIFORNIA 96093

PHONE (530) 623-1265 (800) 851-5658 FAX (530) 623-1250

June 18, 2008

JUN 19 2008

Ramon S. Lopez, Chief
California Department of Social Services
Human Rights and Community Services Division
Civil Rights Bureau
744 P Street MS-6-70
Sacramento, CA 95814

Dear Mr. Lopez,

Enclosed you will find Trinity County Department of Health and Human Services Corrective Action Plan developed in response to our Civil Rights Compliance Review in February 2008. Thank you for this opportunity to review our policies and procedures and implement the necessary improvements.

Please feel free to contact me if you have any questions or comments.

Sincerely,

A handwritten signature in cursive script, appearing to read "Linda Wright".

Linda Wright
Director

Enclosure

LW/ja

Adult Services/IHSS
Public Guardian
PO Box 1470
Weaverville, CA 96093
(530) 623-1265
Fax: (530) 623-6628
☐

Child Protective Services
PO Box 1470
Weaverville, CA 96093
(530) 623-1314
Fax: (530) 623-1488
☐

CalWORKs
Eligibility/Employment
PO Box 1470
Weaverville, CA 96093
(530) 623-1265
Fax: (530) 623-1250
☐

Health Services
PO Box 1470
Weaverville, CA 96093
(530) 623-8209
Fax: (530) 623-1297
☐

WIC
PO Box 1470
Weaverville, CA 96093
(530) 623-3238
Fax: (530) 623-4072
☐

**Trinity County Department of Health and Human Services
Civil Rights Compliance Review
Corrective Action Plan**

May 25, 2008

The Trinity County Department of Health and Human Services submits this corrective action plan in response to the Civil Rights Compliance Review Report received on March 25, 2008.

III. DISSEMINATION OF INFORMATION:

Access to Services, Information and Outreach	Yes/No/Sometimes	Comments	Corrective Action
Was the Pub 13 available in Large print, audiocassette and Braille?	Sometimes	The alternate formats were present in the Weaverville offices. The Hayfork office did not possess the required alternate formats in Braille, large print and the audio versions	Braille, large print and audio versions of Pub 13 were placed in the Hayfork office as of May 1, 2008
Were the current versions of the required posters present in the lobbies?	Sometimes	Required and current versions of Civil Rights posters were found in the Weaverville lobbies. However, the Hayfork office poster did not possess the required civil rights poster, "Everyone is Different but Equal Under the Law", with the Civil Right's Coordinator's contact information.	Contact information for the civil rights coordinator was added to the poster in the Hayfork office as of May 1, 2008.
Was the current version of Pub 13 available in English, Spanish, Lao, Vietnamese, Chinese, Hmong, Russian, Korean, Farsi, Armenian and Cambodian	Sometimes	The Weaverville offices had the required Pub 13s in English and Spanish displayed in the lobby/reception area. The other required languages were contained in an excellent example of a "Civil Rights" binder behind the reception area and	A duplicate binder was created and placed in the Hayfork office as of May 1, 2008.

		easily accessible when needed. The Hayfork office had English and Spanish Pub 13s displayed, but did not have any of the other languages available.	
--	--	---	--

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES:

Work orders have been submitted to General Services to provide the following corrections by 5/25/08 or as soon as weather allows:

Building #1:

Parking and Signage:

1. Ground markings for the 2 disabled parking spaces to be repainted and residual markings eliminated or concealed.
2. Repaint the words, "NO PARKING" in the parking clearance aisles.
3. Repaint the International Symbol of Accessibility signs depicting a wheelchair with an occupant according to requirements.
4. Relocate the freestanding signage at each designated accessible parking space to the interior end of each parking space.
5. Post a sign with the International Symbol of Accessibility at the main entrance.

Public Telephone:

1. Lower telephone so operable parts are 48 inches from the floor or remove public pay telephone altogether.

Building # 2

Parking:

1. Repaint ground markings for the 2 disabled parking spaces and eliminate or conceal residual markings.
2. Paint "NO PARKING" on accessible parking clearance aisles.
3. Re-paint signage depicting a wheelchair with an occupant

Restrooms:

1. Alternative storage areas must be found and the facilities re-opened to the public or remove all reference to accessible public restroom facilities on the doors and walls and maintain use for storage.

Building #3

Parking and Signage:

1. Paint "NO PARKING" on accessible parking clearance aisles.
2. Repaint the International Symbol of Accessibility signs depicting a wheelchair with an occupant according to requirements.
3. Post signs with the International Symbol of Accessibility at the main entrance.
4. Post required accessible signage on restroom door and wall 60" above the floor.

Hayfork Office

1. Post accessible signage at main entrance and back entrance.
2. Post accessible signage on the outside walls of the restrooms 60" above the floor.
3. Policy and Procedure to remediate the issue of the high reception counter will be changed to require reception staff to meet with disabled clients and perform reception functions in the lobby area instead of through the window.
4. Lower the existing dispensers/disposals in both Unisex restrooms to 40" maximum.

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Corrective Actions to be completed by May 25, 2008:

- B. Procedures have been developed and staff trained to document following situations/incidents:
- Assigned worker is bilingual
 - Other bilingual employee acted as interpreter
 - Volunteer interpreter was used
 - Client provided own interpreter

- Inform applicants/recipients of the potential problems for ineffective communication when the applicant provides their own interpreter
- Consent for release of information obtained from applicants/recipients when individuals other than TCDHHS employees are used as interpreters
- Acceptance or refusal of forms and/or other written material offered in the individual's primary language
- All the required elements to ensure compliance

VII. STAFF DEVELOPMENT AND TRAINING

No corrective action required.

VIII. DISCRIMINATION COMPLAINT PROCEDURES

No corrective action required.